BH GUI Patient Chart
Windows XP & Firewalls

It was recently discovered that some machines with Windows XP are preventing Patient Chart from opening properly. Generally, the user is able to log on but then has a blank Patient Chart screen – no buttons, help menu, etc. There may not be any errors recorded in the RPMS Error Trap. Other symptoms also include a complete inability to connect to the Patient Chart server or receiving network communication failure error messages.

In order to resolve this issue, it is recommended that the user seek assistance from the IT department at their facility.

SUGGESTIONS

Windows XP machines with Service Pack 2: On the Control Panel screen, select Windows Firewall. Then go to the Exceptions tab. Then click on Add a Program; on the next screen, select the program you wish to access (probably IHS Patient Chart or BPCPC) and click OK. You'll need to re-boot the machine for the change to take effect.

If this still doesn't resolve the problem, check any anti-virus, Anti-Spyware, pop-up blockers or other firewall software that you have running. Some of these products have firewalls and block specific ports including the one most often used for Patient Chart – 8000.

Windows XP machines with Service Pack 1 or without either service pack: The Windows firewall was not added until Service Pack 2. Please check any antivirus, anti-spyware, pop-up blockers or other firewall software to see if it is blocking the specific port(s) set up for Patient Chart.

Machines running other Operating Systems: Check the anti-virus and security software to see if it is blocking the specific port(s) set up for Patient Chart.